

ITE Education News

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State of Iowa

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ITE EDUCATION NEWS March/April 2005

Page 1

ITE Excel class is now 1 day, \$80,

and you get the same great Element K student manual that you always get with the ITE Excel and Access classes. The Element K student manual comes with a glossary, table of context, indexing, and student disc of all classroom files.

Did you know...

in Microsoft Word, that typing a colon: then a dash – then a closing paran) will produce a single smiley face. ©. Type a bunch and you get a bunch.

Typing a colon: then a dash – then an opening paran (will produce a sad face \odot .

Now to end this on a happy note.

Difficult People in the Workplace

Course Number: COMM0161

Overview/Description

Do you grind your teeth in frustration each time you have to work closely with someone who drives you batty? Do you have to put up with difficult people at work on a regular basis? Has your physician told you that your blood pressure is at an all-time high? If you answered, "yes" to any of these questions, it's probably time for you to learn to deal with difficult people at the office. This course will guide you in your journey to coping effectively with difficult people. You'll learn step-by-step methods and processes to help you identify difficult people to cope and communicate with them. With the help of this course, you'll no longer have to be frustrated or intimidated by difficult people.

Lesson Objectives:

- Identifying and Coping with Difficult People
- Coping Strategies for Dealing with Difficult People
- Communicating with Difficult People

Target Audience

Business professionals, managers, executives, frontline workers

Expected Duration

3.5 hours

Interested in the above online course. See page 5 of this newsletter.

Business Objects class offered

See Page 2 for dates and description.

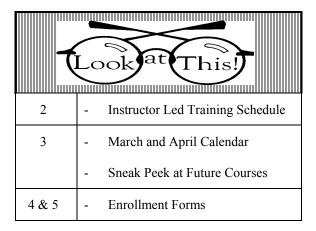
SkillSoft's SkillPort

ITE offers online learning with over 1500 IT courses and 20 Interpersonal skill courses. With enrollment to the online courses, you also have access to:

Simulations and Exercises
Test Prep Exams
Mentoring - 24x7 online mentoring by
SkillSoft content experts
Resources - Job Aids and SkillBriefs
Books 24x7 Referenceware – Powerful
search engine to the complete contents of
100s of reference books.

Internet based SkillPort is accessible 24 hours a day, 7 days a week from your Office or Home.

An enrollment form and pricing along with an IT course topic list are in this newsletter. To see the entire list of IT courses and outlines visit www.SkillSoft.com.



Direct all Education Comments and Questions to:

Bruce Hupke – 281-6984 bruce.hupke@iowa.gov

INSTRUCTOR LED TRAINING

ACCESS LEVEL 1

In this hands-on course, you'll design and create databases, tables, queries, forms, and reports. You'll learn database concepts and terminology. You'll learn how to design and create a table. You'll learn how to work with tables and forms, including adding records, modifying table and form design, finding and editing records, deleting and copying records and values, and filtering and sorting records. You'll learn how to design and use select queries. You'll learn how to create and use forms for a single table and multiple-tables. You'll learn how to create and use reports. You'll learn how to create and maintain a database. You'll learn rules for database design, including an introduction to table relationships. You will examine a database with design flaws and make corrections. Exercises and/or wrap-up lessons follow each of the 7 chapters. This class is self-contained within the award winning ElementK Courseware book. This book allows you to go over the entire course or portions of the course at anytime. The book comes complete with a Table of Contents, Glossary, Index, and disc with all course files.

Prerequisite: Basic Windows or similar experience

EXCEL LEVEL 1

In this hands-on course you'll learn the skills you need to create, update, format, print and maintain an Excel spreadsheet. The class will work with ranges and various functions. You will create a simple chart sheet and work with an outline structure for a worksheet. You will also discover how to use an electronic spreadsheet to create basic data reports. Exercises and/or wrap-up lessons follow each of the 8 chapters. This class is self-contained within the award winning ElementK Courseware book. This book allows you to go over the entire course or portions of the course at anytime. The book comes complete with a Table of Contents, Glossary, Index and disc with all course files.

Prerequisite: Basic Windows or similar experience

ACCESS LEVEL 2

In this hands-on course you'll learn the skills you need to create, update, format, print and maintain an Excel spreadsheet. The class will work with ranges and various functions. You will create a simple chart sheet and work with an outline structure for a worksheet. You will also discover how to use an electronic spreadsheet to create basic data reports. Exercises and/or wrap-up lessons follow each of the 8 chapters. This class is self-contained within the award winning ElementK Courseware book. This book allows you to go over the entire course or portions of the course at anytime. The book comes complete with a Table of Contents, Glossary, Index and disc with all course.

Prerequisite: Basic Microsoft ACCESS class

EXCEL LEVEL 2

In this hands-on course you'll learn the skills you need to create, modify, and customize Excel charts. You will work with both chart sheets and embedded charts. Drawing tools will be used to enhance worksheets and charts. You will use advanced sorting and filtering techniques for locating and managing information. You will learn the querying capabilities of Excel. Exercises and/or wrap-up lessons follow each of the 6 chapters. This class is self-contained within the award winning ElementK Courseware book. This book allows you to go over the entire course or portions of the course at anytime. The book comes complete with a Table of Contents, Glossary, Index and disc with all course files.

Prerequisite: Basic Microsoft EXCEL class or similar EXCEL experience

BUSINESS OBJECTS

This class is taught using ZABO, a downloadable, self-installing version of Business Objects. ZABO, short for Zero Administration Business Objects, is functionally equivalent to the full-client. It has an integrated suite of Business Objects modules (InfoView, WebIntelligence Explorer and WebIntelligence Reporter.) ZABO is a web based report creating and viewing software. This hands-on course will teach students to create several types of reports. Included in reports students create are: calculations, sorting, grouping, breaking, conditions, crosstab and bar charts. Also formatting a report. Students will learn to send/receive and publish reports. Students in class will do report drilling. Step by step workbook included.

Prerequisite: Basic Windows or similar experience

Access Level 1

Hoover 'B' Level/Learning Center 2

Excel Level 1

Sand Services: PC701 May 11Enrollments close: May 2

Hoover 'B' Level/Learning Center 2

Access Level 2

 \$115
 Course: PC811

 Apr 20
 8:30 - 3:30

 21
 8:30 - 12:00

 Enrollments close:
 Apr 8

 Hoover 'B' Level/Learning Center 2

Excel Level 2

Business Objects

March 29Enrollments close: March 21
Hoover 'B' Level/Learning Center 2

March 2005

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29 Business Objects 9:00 – 12:00	30	31		

April 2005

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6 Access Level 1 8:30 – 3:30	7 Access Level 1 8:30 – 12:00	8	9
10	11	12	13	14	15	16
17	18	19	20 Access Level 2 8:30 – 3:30	21 Access Level 2 8:30 – 12:00	22	23
24	25	26	27	28	29	30

Sneak Peak: Excel Level 1 May 11 Excel Level 2 May 25, 26

Personnel Development Seminars (PDS)

Course Registration Form

2004-2005

(Please Print)						
Name:	First	MI	_SS #:			
Agency:			_Classification:			
Work Location:			Work Phone:			
E-Mail Address:			O			
Supervisor's Name: _			Supervisor's Phone:			
If NOT a State of Iowa	employee, bill training to:					
Course Number	Course Title		<u>Date</u> <u>Preference</u>	Alternative Date		
unless cancellations a or more, agencies wi participants when nec	are received by PDS at least five	re (5) working dons after confii 81-5456. (See p	ays prior to the class date mation. Departments m	d for the full amount of training e. For courses that cost \$100.00 ay substitute confirmed course on information.)		
Employee	Date	Accommodation Request: Please indicate if you have any special needs that we can address to your participation more enjoyable. Please provide 8 weeks notification				
Supervisor	Date		Braille Sig	n Language Interpretation		
Training Liaison	Date		Large Print Oth	ner		
	s n Resources Enterprise	OR Fa	Personnel Develop (515)-242-5152	ment Seminars		

CFN 552-0142 R 5/04

Grimes State Office Building

Personnel Development Seminars (PDS)

SkillPort e-learning Online Course Registration Form

2004-2005

<u>Instructions</u>

- Fill out the following enrollment form and submit 1)
- 2)
- 3)

A Usernan Access to	ne and Password and directions will be issue online courses and much more for SkillSoft SkillSoft IT users will be on the honor system	IT users will be	e, at anytime				
User Info	rmation (PLEASE PRINT)						
Name	NamePhone:						
Email:				_Date:			
Departme	nt Name:		Division				
Informatio	on Technology Path (All online classes) A	ccess Length	n (Please cl	neck one)			
<u>Te</u>	chnical Online Courses		Interp	ersonal Skills Online Courses			
1,500 courses for 4 months (\$179.00)			☐ 1				
] 1,500 courses for 2 months (\$99.00)		□ 5				
	1 single course for 1 month (\$35.00)		1	single course for 1 month (\$35.00)			
Ple	ease list single courses below						
1.							
2. 3.					<u> </u>		
4.							
5.							
Signature	<u>es</u>						
User Sign	ature:						
Authorize	d Signature:						
Training L	iaison Signature:						
Submit b	y Mail or Fax						
Mail to:	Suzie Reicks DAS-Human Resources Enterprise Personnel Development Seminars	OR	Fax to:	Personnel Development Seminars (515)-242-5152			

Access to both IT End-User & Professional Curricula 4 months is \$179 or 2 months for \$99 Single course pricing below

IT End-User Curricula TOPICS

Adobe Acrobat 5

Home and Personal

IBM Lotus Sametime 3 and QuickPlace 3

Lotus Notes R6 End-User

Microsoft End-User Operating Systems and Tools

Grimes State Office Building

Microsoft Internet Explorer 5.5

Microsoft Office XP Microsoft Office 2003 Microsoft Office 2000 For a complete list of actual courses, course outlines, or demo an online course, go to www.skillsoft.com.

For questions or more information contact Bruce Hupke at 515/281-6984 or e-mail at bruce.hupke@iowa.gov

CompTIA Linux+ Certification

Linux: Basic System Administration

Lotus Domino R6

IBM Mainframe

Microsoft Application Center 2000 Microsoft BizTalk Server 2000